

Project Report Template

1. INTRODUCTION

1.1 Overview

Customer relationship management (CRM) is a set of integrated, data-driven software solutions that help manage, track, and store information related to your company's current and potential customers.

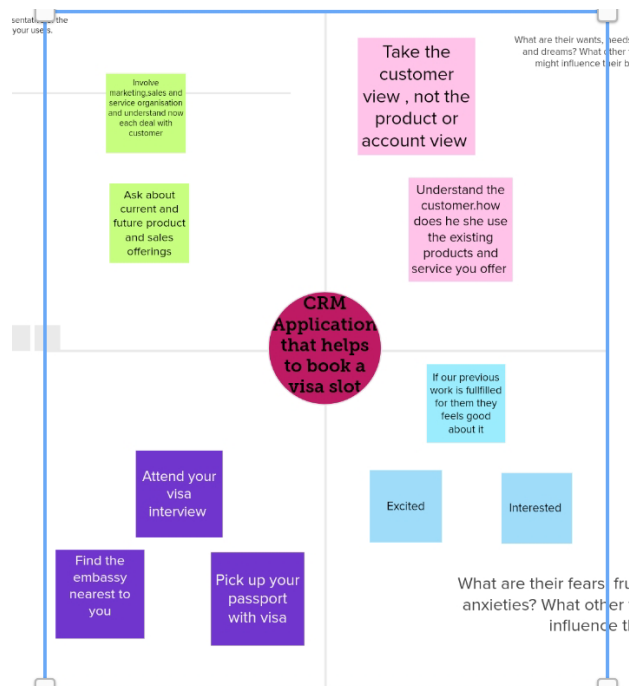
1.2 Purpose

Managed communications with prospective leads. . . .

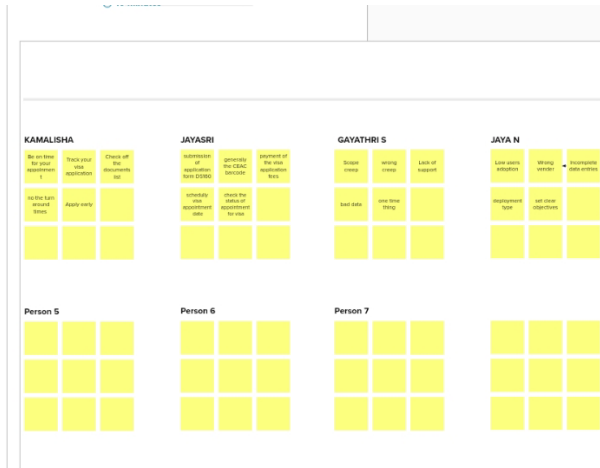
Improved customer segmentation.

2. Problem Definition & Design Thinking

2.1 Empathy map



2.2 Ideation & Brainstorming Map



3. Result

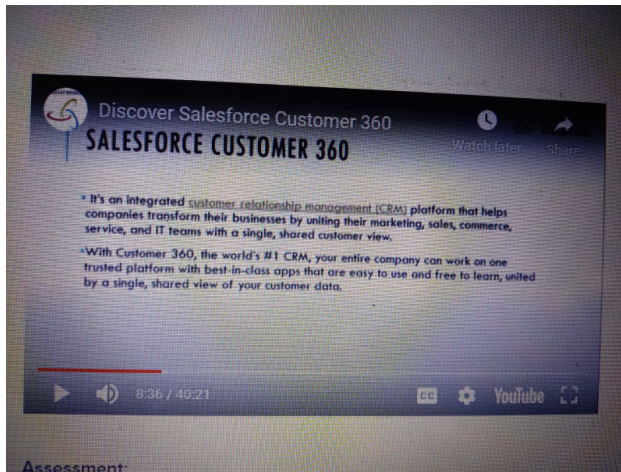
3.1 Data Model

Object Name ; Fields in the Object

1. Passport Full name
Passport Number
2. Visa slot. Passport Number
Visa slot number
3. Payment . Payment mode
Card number
4. Reschedule/cancel Passport Number
Location

3.2 . Activity & Screenshot





Resources

- [Salesforce Help: Manage Your Opportunities](#)

QUIZ COMPLETE!

+50 points



Opportunities List View: Step-by-Step

100%

[View more modules](#)

4. Trailhead Profile Public URL

Team Lead - trailblazer.me/id/kamalisha06

Team Member 1 - <https://trailblazer.me/id/gayul2>

Team Member 2 - <https://trailblazer.me/id/pnjaya>

Team Member 3 - <https://trailblazer.me/id/jayad59>

5. Advantages & Disadvantage

Advantages - CRM Improves Your Customer Service. ...

Automation of Everyday Tasks. ...

Disadvantage - CRM costs. One of the greatest challenges to CRM implementation is cost. ...

6. Application:

Salesforce Sales Cloud.



7. Conclusion :

The goal is simple: Improve business relationships .

8. Future Scope :

A CRM system helps companies stay connected to customers, streamline processes, and improve profitability.



Personal hotspot : 1 c...

Used 16.1 MB



Done

10 minutes



Edit with WPS Office

KAMALI SHA

ISVARDI

GAYATHRI S

ISVA N